

GREAT PLAINS INTERAGENCY DISPATCH CENTER

STANDARD OPERATING GUIDE # 15

TITLE: On-Call Dispatcher Duties

EFFECTIVE DATE: October 22, 2004

UPDATED: October 2018

INTENT: To provide direction & protocol to Great Plains Dispatchers to follow when on-call.

PROCEDURE

Dispatchers may be assigned night and/or weekend duties for the purpose of providing a point-of-contact when Great Plains Dispatch (GPC) is unstaffed. It is the responsibility of the on-call dispatcher to receive calls and initiate action, if required, in a prompt and efficient manner.

1. Upon notification of an incident, take these actions;
 - 1.1. Notify effected Duty Officer(s) of the incident, if they are not the reporting party (RP).
 - 1.2. Notify effected County(s) of the incident, if they are not the RP.
 - 1.3. Notify the back-up dispatcher if you are unclear of protocol or have questions about the nature of the incident.
2. If required by an incident or Duty Officer, the on-call dispatcher will re-open GPC. The dispatcher should let the Duty Officer(s) know their drive time into office. **Do not talk on your cell phone while driving to the office.** After opening the office and contacting the Duty Officer(s), the on-call dispatcher will determine if another dispatcher(s) will be required. If it is determined that additional dispatch staffing will be required, the on-call dispatcher will contact the Center Manager and/or the Assistant Center Manager.
3. Notify the Center Manger or Assistant Center Manager if it becomes apparent that staffing for the following day will be augmented in any way, and/or if there will be a need for consideration to work/rest guidelines.
4. If you are able, it is acceptable to fill a resource order(s) received from RMA or a GPC neighbor from home. If you are unable to access ROSS from home, GPC may need to be staffed to complete the order(s). It is up to the on-call dispatcher to determine if more than 1 dispatcher will be needed to complete this process. If the

on-call dispatcher needs assistance, either due to high workload or the complexity of the order (i.e. aircraft), it is the responsibility of the on-call dispatcher to notify the Center Manager and/or Assistant Center Manager.